

Division of Services for Aging and Adults with Physical Disabilities



To improve or maintain the quality of life for older persons and adults with physical disabilities in Delaware through the delivery of needed services.

ISSUE STATEMENT:

The Division of Services for Aging and Adults with Physical Disabilities faces a future that will hold an unprecedented demand for services. By 2030, there will be about 71.5 million older Americans, twice the amount of 2000. In fact, in just 15 years, there will be more 65 year olds than 14 year olds alive in the United States. The projected population growth in Delaware indicates that persons eligible for our programs are expected to grow at a rate of no less than 7% per year. The number will grow even more rapidly as baby boomers reach 60. The number of people over age 60 in Delaware is expected to grow by more than 100% in the next 20 years, twice that of any other age group. As the baby boomers age, and as older adults and people with disabilities continue to require an increasing array of services, DSAAPD must work to meet the increasingly complex needs of its client population.

GOAL:

- ◆ Keep pace with the growing needs of Delaware's population of older persons and adults with physical disabilities

KEY OBJECTIVES:

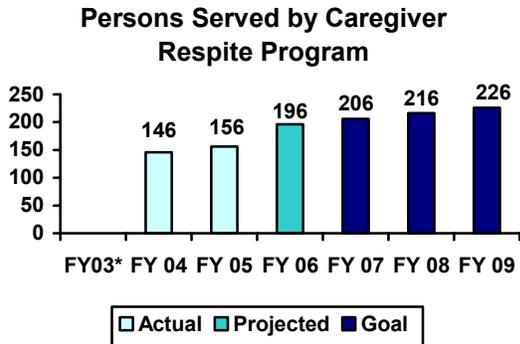
- ◆ To increase the number of persons served in the Caregiver Respite program to 226 by FY 2009
- ◆ To increase Medicaid Waiver slots to 2,063 by FY 2009

STRATEGIC INITIATIVES / ACTIVITIES:

- ◆ Seek service level funding enhancements that reflect the needs of the growing population of clients and ensure appropriate reimbursement rates for Medicaid Waiver services providers
- ◆ Allocate office space to eliminate office overcrowding of staff (increases in staff reflect the increases in the demand for services)
- ◆ Develop outreach programs that reflect the needs of the baby boom generation as they prepare for retirement, as well as the needs of those who are at the greatest risk of institutionalization

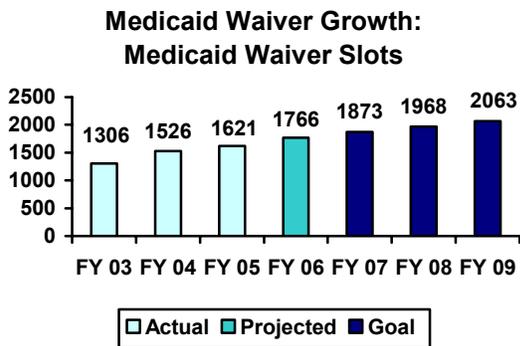
PERFORMANCE MEASURES:

- ◆ Caregiver Respite Program Growth



*NOTE: Data for FY03 not available. FY05 is an estimate based on reports received to date.

- ◆ Medicaid Waiver growth (number of slots)



MONITORING / EVALUATION PLAN:

- ◆ Closely monitor and compare reimbursement rates of Medicaid Waiver service providers with cost of living and inflationary increases in economy
- ◆ Monitor trends and key issues of Delaware’s aging and disabilities community
- ◆ Track progress towards the development of an action plan reflecting the needs of the burgeoning older adult population
- ◆ Track the number of informational materials developed and disseminated in the community

Program Manager: Melissa Hinton, 255-9358

To provide support to older persons, adults with physical disabilities, and their caregivers through the effective use of resources.

ISSUE STATEMENT:

In the strategic planning process, the quality of the programs we deliver to our client base must be given priority. Despite the fact that the number of clients served by DSAAPD has increased exponentially over the past several years, the number of agency staff has remained relatively constant. DSAAPD needs to address this disparity through a targeted plan to secure additional staff. Increased staffing levels will enable the Division to enhance workflow practices and to provide high quality services to our clients. Additionally, the data system currently used by the Division is outdated and is a barrier to creating greater efficiencies, accountability, and quality oversight. This system must be updated in order to promote improved resource management and service quality.

GOAL:

- ◆ Assure quality in the delivery of services

KEY OBJECTIVES:

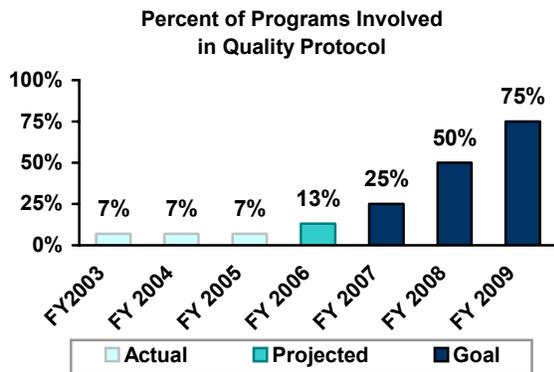
- ◆ To increase the percent of programs involved in quality protocol to 75% by FY 2009
- ◆ To decrease the average nursing caseload to 49 by FY 2009
- ◆ To increase the number of staff training programs to 90 in FY 2009

STRATEGIC INITIATIVES / ACTIVITIES:

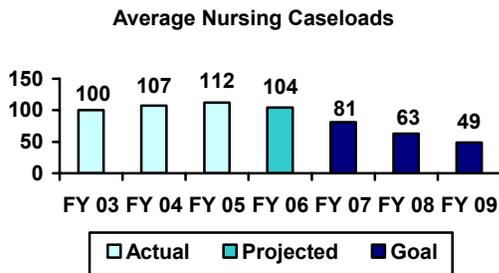
- ◆ Enhance the support necessary for ongoing management and improvement of quality assurance systems for Medicaid Waivers and all DSAAPD services, including but not limited to:
 - new client database system
 - development of a uniform process for quality assurance
 - hiring of staff for oversight of the quality assurance process
- ◆ Increase the number of registered nurses on staff with DSAAPD in order to ensure manageable caseloads and quality service for our clients
- ◆ Implement a comprehensive training model that addresses the spectrum of staff needs and reflects the complex needs of DSAAPD clients

PERFORMANCE MEASURES:

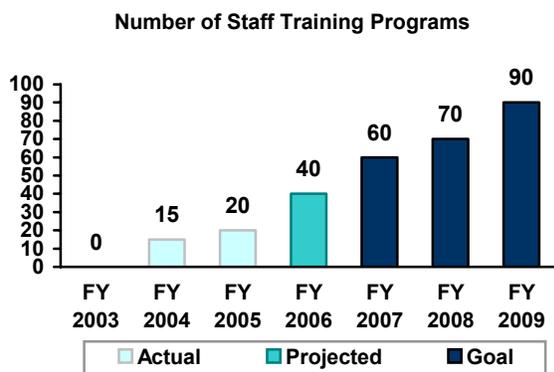
- ◆ The portion of programs involved in a quality protocol



- ◆ The average nursing caseloads



- ◆ The number of staff training programs



MONITORING / EVALUATION PLAN:

- ◆ Track progress of the implementation of an improved quality assurance protocol; work with federal oversight agencies and meet their established deadlines
- ◆ Track the average number of cases for RNs; assess need for improved efficiency and timeliness
- ◆ Maintain logs of training attendance; track the progression of DSSAPD staff through training; amend training programs to match the needs of staff as required

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